

EXHIBIT 10

EXHIBIT 22

EDMC
Education Management Corporation
Education that Builds Careers



Performance Evaluation and Planning Form
for Assistant and Associate Directors of Admissions



Performance Evaluation and Goal Setting

Specific Goals Evaluation

Goals for Most Recent Past Period	Evaluation of Results

Career Development

Goals for Most Recent Past Period	Evaluation of Results

Goal Setting for Upcoming Period: January 1, 2005 to June 1, 2005

Development Recommendations: Development plans should be stated as specific action plans that will be taken by the employee over the next performance period to enhance job performance. A development plan should be written for any areas where performance for the previous period was less effective than it could have been, or where there are behavioral shortcomings. Indicate any special training that will be needed.

Improvement Areas:

Increase PDRs from to min of 1 per week
 Improve average interviews conducted /week from 5.2 to 9
 Improve average applications /week from 2 to 3
 Improve on weekly call volume to 250 calls a week
 Improve on weekly talk time to 12 hrs a week

Action Plans:

Career Interests and Goals: Summary of employee's career interests and specific plans to prepare for advancement, if appropriate. This should be representative of the employee's views only.

Comments: Add any comments by either the supervisor or employee regarding the performance review.

amongst her peers.

Total Quality Points

17

Signature:

Supervisor

Date

Appraiser's Supervisor

Date

Employee

Date

Note: Employee's signature does not signify agreement, but only that the appraisal was reviewed with the employee.

LW001654

Quality Assessment

Refer to the Quality Factors Chart and indicate the rating for each Quality Factor (1-Unsatisfactory, 2-Needs Improvement, 3-Meets Expectations, 4-Highly Effective, 5-Outstanding Performance). Describe the employee's demonstrated strengths and areas for improvement for the evaluation period.

Quality Factor	Rating
<p>Job Knowledge</p> <p>Adheres to approved recruitment methods and practices. Knows the products. Understands fellow enrollment and education department functions and objectives. Uses the enrollment systems and technology correctly.</p> <p>Strengths: Lynn uses technology effectively and manages her inquiries effectively through the use of technology. Lynn also applies organizational policy and procedure correctly and in a timely manner. She has a good understanding of the role of the ADA and is knowledgeable of the programs, services and the enrollment systems of AIO.</p> <p>Areas for Improvement: Lynn has satisfactory job knowledge but could improve her level of proficiency by sharing her job knowledge with others which will should improve her shared experiences and bring her overall job knowledge to a higher level.</p>	3
<p>Business Practices and Ethics</p> <p>Demonstrates sound business ethics and business principles in serving prospective students and applicants, including reliability and achievement with Compliance/FAQ test.</p> <p>Strengths: Lynn conducts all activities in accordance with the highest ethical standards, and does her best to accurately and completely portray the school and its' educational programs, expected outcomes, student service and financial considerations to students, parents and educators. She adheres to all state, federal, accreditation and institute rules and regulations regarding student recruitment. She recognizes situations or directives that are directly or indirectly in conflict with the organization's stated values, and takes the appropriate action; encourages discussion of ethical consideration before decisions are made.</p> <p>Areas for Improvement: Continue to act with the highest ethical standards and to place her students with the priority they deserve. For business practices I would like to see Lynn increase her weekly and daily activity. If she increases her overall activity her overall production will increase considerably.</p>	4
<p>Professionalism</p> <p>Assists prospective students and applicants in a cooperative manner. Willing to assist students assigned to others. Displays a positive attitude in the work environment.</p> <p>Strengths: Lynn usually maintains composure under stress and pressure of the position. She usually accepts responsibility and deals constructively with own mistakes, feedback and failure. She is tactful in dealing with criticism and opposing ideas, remaining objective and receptive to the views of others.</p> <p>Areas for Improvement: I would like to see Lynn ask for more feedback and help to improve on certain areas.</p>	3
<p>Customer Service</p> <p>Serves prospective students, applicants and fellow employees in a timely and accurate manner. Works to resolve issues and acts in a consultative sales role in achieving positive customer satisfaction and greater student persistence.</p> <p>Strengths: Lynn shows a great deal of concern for her students and acts quickly to resolve problems for them during the enrollment process.</p> <p>Areas for Improvement: Continue to fully understand all the departments that admissions interacts with and to become more proactive with and for her students.</p>	4
<p>Initiative</p> <p>Evaluates, selects and appropriately acts on various methods and strategies for effectively and appropriately solving problems and meeting objectives before being asked or required to do so. Self-starting rather than passively complying with instructions or assignments.</p> <p>Strengths: She demonstrates a good sense of urgency in managing his students. She actively works to resolve potential issues in bringing customer outcomes to their proper conclusion. She asks clarifying questions to identify customer's needs or expectations and talks easily with customers about their needs. She follows up with enrollments to ensure matriculation. In addition, she refers students to the appropriate department if he can not resolve the issue herself.</p> <p>Areas for Improvement: Should work towards taking initiative in strengthening relationships of her own team and as we continue to grow would like to see Lynn as a mentor. Also she could be more influential in our team meetings and</p>	3

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Education Management Corporation

Advancing the Profits of Careers

Salary and Performance Worksheet: 6-Month EvaluationADA Name: Washington, Lynntoya HR-Employee Name: Washington, Lynntoya Employee ID#: 47683 Location: AIOJob Classification: ADA Adjusted Hire Date: 6/1/2004 ADA Hire Date: 6/1/2004 Evaluation: 12/1/2004**New Student Points**

Type of New Student	Points	
	Zone A	Zone B or C
General	2	3
Senior	3	4
International	3	4
CPD (including AIO)	1	1
AIO General, Senior or International	3	3
Inherited General, Senior or International	1.5	1.5
Inherited CPD	0.5	0.5
Inter-School Referral	1	1

Quality Factor Points

Job Knowledge	3
Business Practices and Ethics	4
Professionalism	3
Customer Service	4
Initiative	3

Total Quality Factor Points **17**

Your quality factor evaluation means you have earned a salary increase of 3%.

Salary Summary

Current Salary	\$	35,000
Quality Points Salary Increase	\$	1,050
Quality Points Calculated Salary	\$	36,050

➔ **\$36,050 will be your new salary effective 12/1/2004** ←

I have discussed this worksheet with my supervisor.

Employee Signature

Date

Supervisor Signature

Date

President/Human Resources Director Signature

Date

EDMC

6-Month Eval Salary and Performance Worksheet

LW001656

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Education Management Corporation
Education that Builds Careers



Performance Evaluation and Planning Form
for Assistant and Associate Directors of Admissions

Name	
Signature	
Date	
Signature	
Date	

Performance Evaluation and Goal Setting

Specific Goals Evaluation

Goals for Most Recent Past Period	Evaluation of Results
Increase PDRs from to min of 1 per week Improve average interviews conducted /week from 5.2 to 9 Improve average applications /week from 2 to 3	Total of 15 PDR's for the period of 12/1/04-6/1/05 Average number of interviews per week 5.4 Average number of applications per week 2.2

Career Development

Goals for Most Recent Past Period	Evaluation of Results
n/a	

Goal Setting for Upcoming Period: June 1st, 2005 to December 1st, 2005

Development Recommendations: Development plans should be stated as specific action plans that will be taken by the employee over the next performance period to enhance job performance. A development plan should be written for any areas where performance for the previous period was less effective than it could have been, or where there are behavioral shortcomings. Indicate any special training that will be needed.

Improvement Areas:	Action Plans:
Maintain an interview show rate of 84% or higher Continue to maintain Commil Rate at 28% or higher Continue to maintain net conversion to 4.6-5% Improve average appointments sets to 15 per week Improve average interviews conducted /week from 5.4 to 12-15 per week Improve average applications /week from 2.2 to 3 Increase PDR's to 2 per week	

Career Interests and Goals: Summary of employee's career interests and specific plans to prepare for advancement, if appropriate. This should be representative of the employee's views only.

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Comments: Add any comments by either the supervisor or employee regarding the performance review.

Quality Assessment

Refer to the Quality Factors Chart and indicate the rating for each Quality Factor (1-Unsatisfactory, 2-Needs Improvement, 3-Meets Expectations, 4-Highly Effective, 5-Outstanding Performance). Describe the employee's demonstrated strengths and areas for improvement for the evaluation period.

Quality Factor	Rating
Job Knowledge <p>Adheres to approved recruitment methods and practices. Knows the products. Understands fellow enrollment and education department functions and objectives. Uses the enrollment systems and technology correctly.</p> <p>Strengths: Lynn uses technology effectively and manages her inquiries effectively through the use of technology. Lynn also applies organizational policy and procedure correctly and in a timely manner. She has a good understanding of the role of the ADA and is knowledgeable of the programs, services and the enrollment systems of AIO.</p> <p>Areas for Improvement: Lynn has a good grasp of the ADA position along with good product and job knowledge. She could improve her level of proficiency by sharing her job knowledge with others which will should improve her shared experiences and bring her overall job knowledge to a higher level.</p> <p><i>document assisting others</i></p>	3
Business Practices and Ethics <p>Demonstrates sound business ethics and business principles in serving prospective students and applicants, including reliability and achievement with Compliance/FAQ test.</p> <p>Strengths: Lynn conducts all activities in accordance with the highest ethical standards, and does her best to accurately and completely portray the school and its' educational programs, expected outcomes, student service and financial considerations to students, parents and educators. She adheres to all state, federal, accreditation and institute rules and regulations regarding student recruitment. She recognizes situations or directives that are directly or indirectly in conflict with the organization's stated values, and takes the appropriate action; encourages discussion of ethical consideration before decisions are made.</p> <p>Areas for Improvement: Continue to act with the highest ethical standards and to place her students with the priority they deserve. For business practices I would like to see Lynn increase her weekly and daily activity. If she increases her overall activity her overall production will increase considerably.</p>	3
Professionalism <p>Assists prospective students and applicants in a cooperative manner. Willing to assist students assigned to others. Displays a positive attitude in the work environment.</p> <p>Strengths: Lynn usually maintains composure under stress and pressure of the position. She usually accepts responsibility and deals constructively with own mistakes, feedback and failure.</p> <p>Areas for Improvement: : As we continue to change, Lynn could be more vocal with her co-workers about the positive changes that are taking place. Lynn is a well respected member of our team and she could help our team deal with change in a more positive manner.</p>	3
Customer Service <p>Serves prospective students, applicants and fellow employees in a timely and accurate manner. Works to resolve issues and acts in a consultative sales role in achieving positive customer satisfaction and greater student persistence.</p> <p>Strengths: Lynn shows a great deal of concern for her students and acts quickly to resolve problems for them during the</p>	3

enrollment process.		
Areas for Improvement: Continue to fully understand all the departments that admissions interacts with and to become more proactive with and for her students.		
Initiative		3
Evaluates, selects and appropriately acts on various methods and strategies for effectively and appropriately solving problems and meeting objectives before being asked or required to do so. Self-starting rather than passively complying with instructions or assignments.		
Strengths: She demonstrates a good sense of urgency in managing his students. She actively works to resolve potential issues in bringing customer outcomes to their proper conclusion. She asks clarifying questions to identify customer's needs or expectations and talks easily with customers about their needs. She follows up with enrollments to ensure matriculation. In addition, she refers students to the appropriate department if he can not resolve the issue herself.		
Areas for Improvement: Lynn should work towards taking initiative in strengthening relationships of her own team. As we continue to grow, would like to see Lynn as a mentor and informal leader on our team. Lynn could be more influential in our team meetings and amongst her peers.		
Total Quality Points		4.75

Signatures:

Supervisor	Date	Appraiser's Supervisor	Date
Employee	Date		

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Education Management Corporation

Education for Better Careers

Salary and Performance Worksheet: 12-month EvaluationADA Name: Washington, LynnovaEmployee ID#: 47683Location: AIOJob Classification: ADAHire Date: 06/01/2004Evaluation: 06/01/2005

New Student Points:

Points: 109Total New Students: 37

	New Students		Points
CPD	0	X	1 = 0
Zone A General	6	X	3 = 18
Zone A Senior	0	X	3 = 0
Zone A International	1	X	3 = 3
Zone B General	27	X	3 = 81
Zone B Senior	2	X	3 = 6
Zone B International	0	X	3 = 0

	New Students		Points
Zone C General	0	X	3 = 0
Zone C Senior	0	X	3 = 0
Zone C International	0	X	3 = 0
Inter-School Referrals (non-CPD)	1	X	1 = 1

Quality Factor Points:

Job Knowledge	3
Business Practices and Ethics	3
Professionalism	3
Customer Service	4
Initiative	3

Total Quality Factor Points 16Salary Summary: Current Salary \$ 36,060Quality Factor Points Salary

vs.

New Student/Quality Factor Point SalaryQuality Points Salary Increase (3% Increase) \$ 1,082New Students/Quality Points Salary \$ 32,000Years of Service Adjustment: 1 \$ 0Labor Market Adjustment: 0% \$ 0Quality Points Calculated Salary \$ 37,132

vs.

New Student/Quality Point Calculated Salary \$ 32,000

➡ **\$37,132 will be your new salary effective 06/01/2005** ⬅

I have discussed this worksheet with my supervisor.

Employee Signature _____

Date _____

Supervisor Signature _____

Date _____

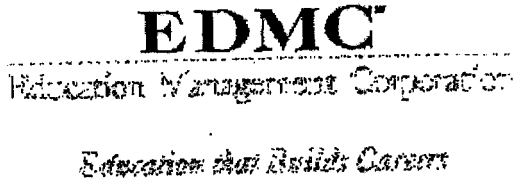
President/Human Resources Director Signature _____

Date _____

EDMC

12-month Salary and Performance Worksheet

LW001661



Performance Evaluation and Planning Form

for Assistant and Associate Directors of Admissions

Name:	Lyndee Washington	Location:	NYC
Employee ID #:	4763	Job Description:	Assistant DCA Project Associate EAA Working Admissions
Evaluation Period:	April 1, 2007 - March 31, 2008		

Performance Evaluation and Goal Setting

(Goals should be both quantitative and qualitative.)

Specific Goals Evaluation

Goals for Most Recent Past Period	Evaluation of Results

Career Development

Goals for Most Recent Past Period	Evaluation of Results

Goal Setting for Upcoming Period: _____ to _____

Development Recommendations: Development plans should be stated as specific action plans that will be taken by the employee over the next performance period to enhance job performance. A development plan should be written for any areas where performance for the previous period was less effective than it could have been, or where there are behavioral shortcomings. Indicate any special training that will be needed.

Improvement Areas:

Increase PDRs from .80 to min of 1 per week
 Improve average interviews conducted week from 6.4 to 12
 Improve average applications /week from 1.8 to 3
 Improve on weekly call volume to 250 calls a week
 Improve on weekly talk time to 12 hrs a week

Action Plans:

Career Interests and Goals: Summary of employee's career interests and specific plans to prepare for advancement, if appropriate. This should be representative of the employee's views only.

Comments: Add any comments by either the supervisor or employee regarding the performance review.

Quality Assessment

Refer to the Quality Factors Chart and indicate the rating for each Quality Factor (1-Unsatisfactory, 2-Needs Improvement, 3-Meets Expectations, 4-Highly Effective, 5-Outstanding Performance). Describe the employee's demonstrated strengths and areas for improvement for the evaluation period.

Quality Factor	Rating
<p>Job Knowledge</p> <p>Adheres to approved recruitment methods and practices. Knows the products. Understands fellow enrollment and education department functions and objectives. Uses the enrollment systems and technology correctly.</p> <p>Strengths:</p> <p>Lynn uses technology effectively and manages her inquiries effectively through the use of technology. Lynn also applies organizational policy and procedure correctly and in a timely manner. Has a good understanding of the role of the ADA and is knowledgeable of the programs, services and the enrollment systems of AJO.</p> <p>Areas for Improvement:</p> <p>Needs to manage leads more effectively in order to improve weekly results. Need to become better versed in follow up to improve start rate.</p>	4
<p>Business Practices and Ethics</p> <p>Demonstrates sound business ethics and business principles in serving prospective students and applicants, including achievement on the Compliance/FAQ test.</p> <p>Strengths:</p> <p>Lynn always accurately and completely portrays the school's educational programs, expected outcomes, student services and financial considerations to students, parents and educators. She Always adheres to all state, federal, accreditation and institute rules and regulations regarding student recruitment. She also encourages others to comply.</p> <p>Areas for Improvement:</p> <p>None at this time.</p>	5
<p>Professionalism</p> <p>Assists prospective students and applicants in a cooperative manner. Willing to assist students assigned to others. Displays a positive attitude in the work environment.</p> <p>Strengths:</p> <p>Lynn usually maintains composure under stress and pressure of the job. She accepts responsibility and deals constructively with own mistakes, feedback and failure. She usually responds tactfully to criticism and opposing ideas, remaining objective and receptive to the views of others. Lynn seeks full understanding of new procedures or methods resulting from changes.</p> <p>Areas for Improvement:</p> <p>Needs to improve on hitting minimum performance standards on a weekly and monthly basis.</p>	4
<p>Customer Service</p> <p>Serves prospective students, applicants and fellow employees in a timely and accurate manner. Works to resolve issues and acts in a consultative sales role in achieving positive customer satisfaction.</p> <p>Strengths:</p> <p>Lynn has a good sense of urgency in managing customers. She actively works to resolve potential issues in bringing customers to their proper conclusion. She looks for creative approaches to providing or improving services to her students. She also works to remove potential barriers that get in the way of giving students top-notch service.</p> <p>Areas for Improvement:</p> <p>Lynn can work to improve his relationships with other admission departments. By working more closely with the AC and SPS team she can help improve the overall student experience.</p>	5
<p>Initiative</p> <p>Evaluates, selects and appropriately acts on various methods and strategies for effectively and appropriately solving problems and</p>	

meeting objectives before being asked or required to do so. Self-starting rather than passively complying with instructions or assignments.	
Strengths: She actively works to resolve potential issues in bringing customer outcomes to their proper conclusion. Asks clarifying questions to identify customer's needs or expectations and talks easily with customers about their needs. Follows up with enrollments to ensure matriculation. In addition, she refers students to the appropriate department if she can not resolve the issue her self.	4
Areas for Improvement: An area that Lynn could improve upon is to challenge other ADA's to follow her example and develop new potential leaders out of our team. I would also like Lynn to play a more active role in the development of other members on the DOA team not only the ADA's that she is leading.	
Total Quality Points	22

Signatures:

_____ Supervisor	_____ Date	_____ Appraiser's Supervisor	_____ Date
_____ Employee	_____ Date		

Note: Employee's signature does not signify agreement, but only that the appraisal was reviewed with the employee.

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Education Management Corporation

Education that Builds Careers

Salary and Performance Worksheet: JANUARY 1, 2006 EVALUATIONADA Name: Washington, LynntoyaEmployee ID#: 47683Location: AQJob Classification: ADAHire Date: 06/01/2004Evaluation: 1/1/2006**New Student Summary:**Points: 167Total New Students: 57**Total New Students by Monthly Session:**

Nov 04	Jan 05	Feb 05	Apr 05	May 05	Jul 05	Aug 05	Oct 05
0	15	11	8	7	5	7	12

Total for All Starts:

	New Studs		Pts
CPD	0	X	1 = 0
Zone A General	8	X	3 = 24
Zone A Senior	0	X	3 = 0
Zone A International	2	X	3 = 6
Zone B General	44	X	3 = 132
Zone B Senior	1	X	3 = 3
Zone B International	0	X	3 = 0

	New Studs		Pts
Zone C General	0	X	3 = 0
Zone C Senior	0	X	3 = 0
Zone C International	0	X	3 = 0
Inter-School Referrals (non-CPD)	2	X	1 = 2

Redacted

Quality Factor Points:

Job Knowledge	4
Business Practices and Ethics	5
Professionalism	4
Customer Service	5
Initiative	4
Total	22

New Student/Quality Factor Point Salary

New Students/Quality Points Salary:	\$	41,000
Years of Service Adjustment:	1	\$ 0
Labor Market Adjustment:	0%	\$ 0
New Student/Quality Point Calculated Salary	\$	41,000

Salary Protection Data:Ranking Index: 3.674Protection Level: 90%Current Salary (As of 7/1/2005): \$ 37,132

Protected Salary Calculation (If applicable): \$

***Your New Salary Effective January 1, 2006* \$41,000**

I have discussed this worksheet with my supervisor.

Employee Signature

Date

Supervisor Signature

Date

President/Human Resources Director Signature

Date

EDMC

1/1/2006 Salary Review

LW001666

*Corrected
ISR*

EDMC
Education Management Corporation
Education and Policy Center

Salary and Performance Worksheet: JANUARY 1, 2006 EVALUATION

ADA Name: Washington, Lynette

Employee ID#: SE-04

Location: AQ

Job Classification: ADA

Hire Date: 5/1/2004

Evaluation: 1/1/2006

New Student Summary:

Points: 182

Total New Students: 58

Total for All Starts:	New Student	Pa
CPD	0 X 1 = 0	
Zone A General	8 X 3 = 24	
Zone A Senior	0 X 3 = 0	
Zone A International	2 X 3 = 6	
Zone B General	44 X 3 = 132	
Zone B Senior	1 X 3 = 3	
Zone B International	0 X 3 = 0	

Total New Students by Monthly Section:							
Nov 05	Jan 06	Feb 06	Apr 06	May 06	Jul 06	Aug 06	Oct 06
0	15	1	8	7	5	1	12

New Student		Pa
Zone C General	0 X 3 = 0	
Zone C Senior	0 X 3 = 0	
Zone C International	0 X 3 = 0	
Inter-School Referrals (non-CPD)	3 X 1 = 3	

Quality Factor Points:

Job Knowledge	4
Business Practices and Ethics	5
Professionalism	4
Customer Service	5
Initiative	4
Total	22

New Student/Quality Factor Point Salary

New Student/Quality Factor Point Salary:	\$	41,080
Years of Service Adjustment: 1	\$	0
Labor Market Adjustment: 0%	\$	0
New Student/Quality Factor Point Calculated Salary	\$	41,080

Salary Protection Data:

Ranking Index:	3,886
Protection Level:	90 %

Current Salary (As of 7/1/2005):	\$	37,132
Protected Salary Calculation (if applicable):	\$	
Your New Salary Effective January 1, 2006	\$41,000	

I have discussed this worksheet with my supervisor.

Employee Signature

Date

Supervisor Signature

Date

President/Human Resources Director Signature

Date

EDMC

1/1/2006 Salary Review

LW001667

EDMC

Education Management Corporation

Education that Builds Careers

The Art Institutes

Performance Evaluation and Planning Form

for Assistant and Associate Directors of Admissions

Name:	<u>Lynntoya Washington</u>	Location:	<u>AIO</u>
Employee ID #:	<u>47683</u>	Job Classification:	<input type="radio"/> Assistant DoA <input type="radio"/> Project Associate DoA <input type="radio"/> Managing Associate DoA
Evaluation Period:	<u>January 1, 2008</u>	to	<u>June 30, 2008</u>

LW001668

Performance Evaluation and Goal Setting

(Goals should be both quantitative and qualitative.)

Specific Goals Evaluation

Goals for Most Recent Past Period	Evaluation of Results
Increase PDRs from .80 to min of 1 per week Improve average interviews conducted week from 6.4 to 12 Improve average applications /week from 1.8 to 3	PDR's fell to .38 per week Average Interviews fell to 5.6 per week Weekly applications improved to 2.3 per week

Career Development

Goals for Most Recent Past Period	Evaluation of Results

Goal Setting for Upcoming Period: _____ to _____

Development Recommendations: Development plans should be stated as specific action plans that will be taken by the employee over the next performance period to enhance job performance. A development plan should be written for any areas where performance for the previous period was less effective than it could have been, or where there are behavioral shortcomings. Indicate any special training that will be needed.

Improvement Areas:

Improve PDR'S to 1 per week
 Improve average interviews to a minimum of 10 per week
 Improve average applications to a minimum of 3 per week
 Phone calls to average 300 per week

Action Plans:

Career Interests and Goals: Summary of employee's career interests and specific plans to prepare for advancement, if appropriate. This should be representative of the employee's views only.

Comments: Add any comments by either the supervisor or employee regarding the performance review.

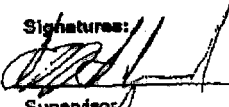
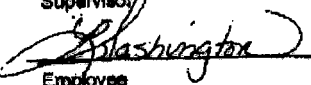
Our leads have diminished in numbers & quality, as well as the fact that we have
 now been div. and into programmatic recruitment. Therefore the recruitment strategy has
 strongly influenced my ability (lack) to interview students & potential to convert the interviews
 into applications. Essentially if the leads provided do not improve, I can expect my future
 evaluations and salary potential to be negatively affected. - Alynn Shalinger

Quality Assessment

Refer to the Quality Factors Chart and indicate the rating for each Quality Factor (1-Unsatisfactory, 2-Needs Improvement, 3-Meets Expectations, 4-Highly Effective, 5-Outstanding Performance). Describe the employee's demonstrated strengths and areas for improvement for the evaluation period.

Quality Factor	Rating
Job Knowledge Adheres to approved recruitment methods and practices. Knows the products. Understands fellow enrollment and education department functions and objectives. Uses the enrollment systems and technology correctly. Strengths: Lynn uses technology effectively and manages her inquiries effectively through the use of technology. Lynn also applies organizational policy and procedure correctly and in a timely manner. Has a good understanding of the role of the ADA and is knowledgeable of the programs, services and the enrollment systems of AJO. Areas for Improvement: None at this time	5
Business Practices and Ethics Demonstrates sound business ethics and business principles in serving prospective students and applicants, including achievement on the Compliance/FAQ test. Strengths: Lynn always accurately and completely portrays the school's educational programs, expected outcomes, student services and financial considerations to students, parents and educators. She Always adheres to all state, federal, accreditation and institute rules and regulations regarding student recruitment. She also encourages others to comply. Areas for Improvement: None at this time.	5
Professionalism Assists prospective students and applicants in a cooperative manner. Willing to assist students assigned to others. Displays a positive attitude in the work environment. Strengths: Lynn usually maintains composure under stress and pressure of the job. She accepts responsibility and deals constructively with own mistakes, feedback and failure. She usually responds tactfully to criticism and opposing ideas, remaining objective and receptive to the views of others. Lynn seeks full understanding of new procedures or methods resulting from changes. Areas for Improvement: None at this time	5
Customer Service Serves prospective students, applicants and fellow employees in a timely and accurate manner. Works to resolve issues and acts in a consultative sales role in achieving positive customer satisfaction. Strengths: Lynn has a good sense of urgency in managing customers. She actively works to resolve potential issues in bring customers to their proper conclusion. She looks for creative approaches to providing or improving services to her students. She also works to remove potential barriers that get in the way of giving students top-notch service. Areas for Improvement: None at this time	5
Initiative Evaluates, selects and appropriately acts on various methods and strategies for effectively and appropriately solving problems and meeting objectives before being asked or required to do so. Self-starting rather than passively complying with instructions or assignments.	

<p>Strengths: She actively works to resolve potential issues in bringing customer outcomes to their proper conclusion. Asks clarifying questions to identify customer's needs or expectations and talks easily with customers about their needs. Follows up with enrollments to ensure matriculation. In addition, she refers students to the appropriate department if she can not resolve the issue her self.</p> <p>Areas for Improvement: Lynn needs to improve on her weekly as well as start numbers. She needs to hit the minimum performance standards that are set throughout AIO. This would include calls, PDR's, interviews and applications. Lynn needs to ensure that she is 100%+ of her new student plan. In addition, goals for past period were not met in the area of average PDR's per week along with average interviews per week.</p>	3
Total Quality Points	23

Signatures:			
	7/12/06		
Supervisor	Date	Appraiser's Supervisor	Date
	7/12/06		
Employee	Date		

Note: Employee's signature does not signify agreement, but only that the appraisal was reviewed with the employee.

EDMC

Education Management Corporation

Education and Health Careers

The A Institute

Salary and Performance Worksheet: JULY 1, 2006 EVALUATIONADA Name: Washington, LynntoyaEmployee ID#: 47683Location: A/QJob Classification: ADAHire Date: 6/1/2004Evaluation: 7/1/2006**New Student Summary:**Points: 188Total New Students: 64**Total New Students by Monthly Session:**

May 05	Jul 05	Aug 05	Oct 05	Nov 05	Jan 06	Feb 06	Apr 06
7	5	7	12	3	11	5	12

Total for All Starts:

	New Studs		Pts
CPD	0	X	1 = 0
Zone A General	6	X	3 = 18
Zone A Senior	0	X	3 = 0
Zone A International	1	X	3 = 3
Zone B General	53	X	3 = 159
Zone B Senior	2	X	3 = 6
Zone B International	0	X	3 = 0

	New Studs		Pts
Zone C General	0	X	3 = 0
Zone C Senior	0	X	3 = 0
Zone C International	0	X	3 = 0
Inter-School Referrals (non-CPD)	2	X	1 = 2

Quality Factor Points:

Job Knowledge	5
Business Practices and Ethics	5
Professionalism	5
Customer Service	5
Initiative	3
Total	23

New Student/Quality Factor Point Salary

New Students/Quality Points Salary:	\$	48,000
Years of Service Adjustment: 1	\$	0
Labor Market Adjustment: 0%	\$	0
New Student/Quality Point Calculated Salary	\$	48,000

Salary Protection Data:Ranking Index: 4,324Protection Level: 95 %

Current Salary (As of 1/1/2006):	\$	41,000
Protected Salary Calculation (if applicable):	\$	
*Your New Salary Effective July 1, 2006:	\$	48,000

I have discussed this worksheet with my supervisor.

Employee Signature

Supervisor Signature

President/Human Resources Director Signature

Date

Date

Date

EDMC

7/1/2006 Salary Review

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